

**CARES Information/Policy Problem
Resolution Ctr. (CARES Call Ctr.)**

608-261-6317 - #1 FAX: 608-267-2269
608-261-6378
carpolcc@dhfs.state.wi.us

**Day Care Certification/
Child Care Provider Call Center**

608-261-6317 #2
608-261-4580

Security Help Desk

608-261-6317 - #3 FAX: 608-267-0484
608-261-6827

DWD Service Desk

608-261-6317 - #5
608-266-7252

BPS Web-Based Training/CBT

608-266-3664 608-267-5216
920-674-3903 920-424-5660

OTHER USEFUL NUMBERS

DWD is an equal opportunity employer and service provider. If you have a disability and need information in an alternate format, or need it translated to another language, please contact (608) 267-0513 or (608) 267-0927 (voice/TDD).

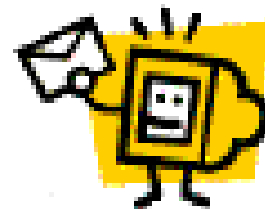
For civil rights questions call (608) 267-0927 (voice/TDD).



(revised 07/08/03)

Help Desk Directory

(608)261-6317



CARES Information/Policy Problem Resolution Center (CARES Call Ctr)

608-261-6378 FAX: 608-267-2269
carpolcc@dhfs.state.wi.us

Economic Support Policy and Procedures

- Wisconsin Works (W2)
- Food Stamps, including EBT and CSI
- Medicaid, (including Badgercare, MAPP, Family Care)
- Child Care subsidy program
- Emergency Assistance
- Refugee Assistance

CARES

- How to key data into CARES
- How to process data
- How to interpret CARES processing of the data
- Report problems of CARES processing of the data
- How to work around the CARES problems
- Child care payment system (CCPS)
- MMIS interface issues

Emergency Assist Tracking System (EATS)

Note: Local agency questions should come through their designated CARES and Policy Coordinators.

BPS Web-Based Training/CBT

608-266-3664 or 608-267-5216
920-674-3905 or 920-424-5660

Navigation within the CBT course

Accessing web-based courses

Security Help Desk

608-261-6827 FAX: 608-267-0484

Process DWS W-10-E forms, issue logons, reset passwords, suspend access for:

Birth Query	Dial Up	HSRS
BOB	DOT access	KIDS
CARES	EBT (CSI)	LAN
CATS	EDS NET	LPMF
Credit Bureau	EOS	WEBI
Data Warehouse	DWD Workweb	EATS

CARES/KIDS printer IDs

Set Administrative units

Maintain the following CARES subsystems:

- Security Maintenance
- History Maintenance
- Caseload Management

Day Care Certification/Child Care Provider Call Center

608-261-4580

1. Certification of Family and School Age Programs

- Day care certification rules and requirements.
- Caregiver Background Check law as it applies to certification.
- Options for exceptions or stipulations.
- Enforcement action for non-compliance.

2. Child Care Providers

- Child Care Provider Information Web Site
- On-line attendance reporting (CCWA)

Note: Agencies are strongly encouraged to resolve provider issues at the local level including:

- Check issuance process and timelines
- Provider notices and attendance report forms.

DWD Service Desk

608-266-7252

1. CARES system status updates
2. KIDS system status updates
3. Connectivity to the network
4. Internet access
5. Network clocking
6. Problems with printers